

Michigan IV-D Child Support Manual
Michigan Department of Health and Human Services

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1. Overview

The IV-D program must maintain information relevant to the case for the purpose of establishment, modification or enforcement of a child support order.¹ This relevant information, referred to as other party (OTHP) information, contains the names, addresses, and contact information for individuals (other than case members), entities, or organizations (including employers, attorneys, insurance carriers, banks, and court locations).

The verification and maintenance of OTHP information is a critical function to the IV-D program since inaccurate data may affect the quality of customer service, cause delays in enforcement actions, and create disbursement issues. Therefore, it is important for the IV-D program to maintain accurate data and prevent inaccurate and/or duplicate data from being recorded.

The OTHP information is recorded and stored in the Michigan Child Support Enforcement System (MiCSES) on the *Other Party* (OTHP) screen. Currently, there are many duplicate OTHP records within MiCSES. When a duplicate OTHP record exists, IV-D workers have a difficult time searching for and determining the correct record. If the IV-D worker selects an incorrect or unverified OTHP record, the documentation may be sent to an incorrect entity, causing an increase in mailing and administrative costs.

In order to reduce the problems caused by inaccurate or duplicate OTHP records, the Program Leadership Group, in 2006, assigned the maintenance of specific statewide OTHP records in MiCSES to the Office of Child Support (OCS) Central Operations. IV-D workers with the appropriate MiCSES role are allowed limited maintenance of specific OTHP records that affect the local office (e.g., court locations, Friend of the Court [FOC] information, etc.).²

2. OTHP Types

There are many types of OTHP records that the IV-D program must maintain. Some OTHP record types only affect local offices, while others have a statewide impact. For example, an employer OTHP record may have multiple IV-D cases associated to the record. An update to the employer address may affect multiple local offices that have income withholding notices (IWNs) associated to the record. MiCSES roles allow IV-D workers the ability to add, update, merge or delete certain OTHP records.

¹ 45 Code of Federal Regulations (CFR) 303.2(b)(1) and (c)

² Ref: Subsection 3 in this manual section for more information regarding roles.

Refer to the [MiCSES Screen Description: OTHP – Other Party Information](#) for information on the types of records and the roles assigned.³

IV-D staff may view or search OTHP data on the OTHP screen or the *Other Party Cross Reference* (OTHX) screen.

Note: OCS recommends that IV-D staff not use OTHP type 6 – *Financial Institutions* to enter information into MiCSES regarding financial institution data match (FIDM), lienholders, or county and state financial receivables.

3. OTHP Record Types Maintained by the Local Options Administrator (LOA) Role or the Establishment (EST) Caseworker Role

IV-D staff assigned the LOA or EST Caseworker roles are able to maintain some OTHP record types. This gives local workers control over OTHP records that have a local impact.⁴

IV-D staff assigned the LOA and/or EST Caseworker role do not have the ability to delete or merge any OTHP records, regardless of type.⁵ Before an OTHP record can be deleted, MiCSES technical staff must ensure that the record is not attached to any other entity (individual, case, court order, etc.).

IV-D staff must not use the OTHP type *T – State Agencies Other States* to enter recipient information for another state's IV-D agency and/or state disbursement unit (SDU). To maintain information for other states' IV-D agencies and SDUs, IV-D workers must use the policy and procedures outlined in [Section 7.15, "International, of the Michigan IV-D Child Support Manual](#).

4. OTHP Record Types Maintained by OCS Central Operations Staff

OCS Central Operations staff assigned the Central OTHP Administrator role or Central Table Administrator role generally maintain all OTHP types that affect statewide data. OTHP types affecting statewide data include but are not limited to those identified as "sources of income" (SOIs), insurers and financial information.⁶

³ The OTHP type *B – Financial Info* includes recipient OTHP information for all default county and state financial receivables used for administrative purposes. The Central Table Administrator is the only role with access to update, add and delete this record. Examples of B-type OTHP records include county bench warrant (e.g., OTHP ID 26003BW for Alger County), fee accounts (e.g., OTHP ID 26005SF for Allegan County), and recovery accounts (e.g., OTHP ID RT for tax recovery accounts).

⁴ Ref: *MiCSES Screen Description: OTHP – Other Party Information* for more information on roles and access.

⁵ Ref: Subsection 4.2 in this manual section for information on requesting merges, and Subsection 5 for requesting a deletion.

⁶ SOI OTHP types include *Employer, Military, Pension Plan, Workers' Compensation, and Unemployment Agency*.

4.1 Requesting OTHP Records for Entry or Modification

IV-D staff must submit a completed *Request for New Entry, Merge or Modification of Other Party Information (OTHP)* (DHS-2011) to OCS Central Operations staff for OTHP types that cannot be entered or modified by the LOA or the EST Caseworker.

4.2 Requesting OTHP Records for a Merge

IV-D staff must submit a completed DHS-2011 to OCS Central Operations staff requesting a merge of OTHP records with any of the following OTHP types:

OTHP Record Type Code	OTHP Record Type Description
E	Employer
G	Pension Plan
I	Insurers
M	Military
W	Workers' Compensation
X	Unemployment Agency

Because of the complexities of record merges, the MiCSES OTHP merge process is limited to specific OTHP record types. In addition, MiCSES will only merge the same OTHP type records. For example, MiCSES will allow X-type merges, but only to other X-type records.

4.3 Completion of the DHS-2011

IV-D staff must complete the DHS-2011 with verified information that they have obtained by contacting the source of the OTHP record and in accordance with the Procedures for Submitting the *Request for New Entry, Merge or Modification of Other Party Information (OTHP)*.⁷

IV-D staff must send all completed DHS-2011 forms to the OCS Central Operations staff by:

⁷ Ref: [Exhibit 3.16E1](#). For frequently asked questions regarding the processing of DHS-2011 forms, IV-D staff may refer to [Exhibit 3.16E2](#).

- Email to: mdhhs-ocs-othp@michigan.gov,⁸ or
- Fax to: (517) 335-3030, Attention: OTHP Maintenance.

5. Requesting OTHP Records for a Deletion

OCS Central Operations staff, LOAs, and EST Caseworkers do not have the ability to delete OTHP records.

If an OTHP ID is not attached to a member, IV-D staff may contact MiCSES Help Desk staff to delete the OTHP ID. MiCSES Help Desk staff will query the record, determine if it is attached to any member or case within MiCSES, and delete the record when appropriate. Because OTHP information is used for historical purposes, many OTHP IDs cannot be deleted. If the OTHP record is attached to any case or member information in MiCSES, the OTHP ID will **not** be deleted.⁹

6. Processing the DHS-2011 OTHP Request

OCS Central Operations staff will:

- Review the DHS-2011 for complete and verified information;
- Research and validate information on the DHS-2011 when the requester asks for this assistance on the DHS-2011;
- Enter, modify and merge OTHP records;
- Enter a note on the *Notes Processor* (NOTE) screen under the OTHP ID of the record correctly entered, modified or merged;
- Process requests within two business days when all required information is provided on the DHS-2011 and research or validation is not requested;¹⁰ and
- Clean up duplicate records on the OTHP screen.

OCS Central Operations staff may return the DHS-2011 to the requester if they are unable to complete the request because of incomplete or inaccurate information.

6.1 Email Requests

For requests received via **email**, OCS Central Operations staff will:

- Send an email confirming receipt of the request to the requester; and

⁸ IV-D workers must encrypt the DHS-2011 and corresponding documents when emailing them if the form and/or its corresponding documents include a IV-D case number. Also, IV-D staff must encrypt the DHS-2011 and corresponding documents when emailing them if the OTHP ID is assigned to a member of a child support case and confidential information is included in the form or documents. (Ref: [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual.](#))

⁹ Ref: [MiCSES Quick Reference Guide: OTHP – Delete Other Party](#) for more information.

¹⁰ When IV-D staff ask OCS Operations staff to assist in the verification of the information, OCS Central Operations staff might not be able to complete work within two business days.

- Send a follow-up email when the record(s) has been entered, modified, or merged on the OTHP screen.¹¹

6.2 Fax Requests

For requests received via **fax**, OCS Central Operations staff will:

- Send the requester an email when the record(s) has been entered, modified or merged, if a return email address was provided; or
- Contact the requester via telephone if a return email address was not provided.

7. OTHP Record Information

7.1 Federal Employer Identification Numbers (FEINs)

OCS Central Operations staff must enter an FEIN when manually adding or updating an *E – Employer* or *I – Insurers* OTHP type record. An FEIN is a key identifier used throughout the IV-D program and is a required element for new hire and quarterly wage reporting.¹² The FEIN is used for:

- Locating an individual's income for child and medical support order establishment or modification; and
- Enforcement activities such as income withholding and health care coverage enrollment.

IV-D staff must attempt to obtain an FEIN and include the FEIN on the DHS-2011 when requesting entry or modification of an E-type or I-type OTHP record. IV-D staff must use as many of the available sources as feasible to obtain an FEIN before submitting a DHS-2011.¹³

If the entity for which IV-D staff are requesting E-type or I-type OTHP record maintenance is uncooperative and IV-D staff have been unsuccessful in using the available sources for obtaining an FEIN, IV-D staff may submit a DHS-2011 to OCS Central Operations without an FEIN. In this circumstance, IV-D staff must document the sources attempted in the "Additional Information" section(s) of the DHS-2011.

¹¹ IV-D staff must use caution when confidential information is included in an email. Ref: Section 1.10 of the *Michigan IV-D Child Support Manual*.

¹² Social Security Act sections 303, 453, 453A; 45 CFR 303.108; and Michigan Compiled Law (MCL) 421.13(2)

¹³ Ref: [Locate](#) documentation on mi-support for sources that IV-D staff can use to obtain an FEIN or other information pertaining to an SOI.

7.2 Source of Income (SOI) Addresses

An SOI might have different addresses at which it receives certain documents from Michigan's IV-D program. For example, an SOI might receive IWNs in its payroll department at one address but receive *National Medical Support Notices* (NMSNs) in its human resources department at a different address. Additionally, an SOI might report new hires under a completely different address.¹⁴

If IV-D staff do not properly maintain an SOI's addresses, the new hire reporting process may load duplicate SOI records into MiCSES, and documents may not be delivered correctly. Improper maintenance can cause delayed or unsuccessful collection and enforcement activities as well as additional work and costs for the IV-D program and SOIs.

IV-D staff must maintain an SOI's addresses on the OTHP screen as follows:

7.2.1 Default Address

The OTHP screen does not display an address type for the default address, but it is the address displayed on the OTHP screen. This is the only address the new hire reporting process uses for matching new hire reports to OTHP records and case members.

IV-D staff must ensure the default address on the OTHP screen is the SOI's address that the SOI provides when it reports new hires.¹⁵

7.2.2 Payroll (P) Address

If the SOI receives IWNs, IV-D staff must ensure the address at which the SOI receives IWNs is entered as the Payroll (P) type SOI address on the OTHP screen if that address is different than the default/new hire address.

If the SOI uses a third-party payroll service for processing IWNs, IV-D staff must:

- Confirm with the SOI that its third-party payroll service will receive and process IWNs;
- Obtain and verify the contact and address information for both the third-party payroll service and the SOI;
- Enter the address at which the third-party payroll service receives IWNs on behalf of the SOI as the P-type SOI address.

¹⁴ Ref: [Section 3.10, "New Hire," of the Michigan IV-D Child Support Manual](#) for additional details.

¹⁵ Ref: Locate documentation on mi-support for more information about obtaining new hire address information.

7.2.3 Insurance (I) Address

If an SOI receives NMSNs, IV-D staff must ensure the address at which the SOI receives NMSNs is entered as the Insurance (I) type SOI address if that address is different than the default/new hire address.

If the SOI uses a third-party service to process NMSNs, IV-D staff must:

- Confirm with the SOI that its third-party service will receive and process NMSNs;
- Obtain and verify the contact and address information for both the third-party service and the SOI;
- Enter the address at which the third-party service receives NMSNs on behalf of the SOI as the I-type SOI address.

8. Employer Mergers and Acquisitions

OCS Central Operations staff must use the following guidelines to handle inquiries regarding an employer/corporation/company merging with or acquiring a new employer/corporation/company.

8.1 Primary Company Retaining **All** Employees of the Secondary Company

OCS Central Operations staff must ask the primary (acquiring) company if it will report **all** the secondary (acquired) company's employees as new hires.

8.1.1 If the primary (acquiring) company will report the employees as new hires,¹⁶ OCS Central Operations staff **will not merge** the companies' OTHP records.

8.1.2 If the primary (acquiring) company will not report the employees as new hires, OCS Central Operations staff must ask the primary company if it will honor the existing IWNs for acquired employees.

A. If the primary (acquiring) company will honor the IWNs, OCS Central Operations staff must merge the secondary (acquired) company's OTHP record into the primary (acquiring) company's OTHP record.

B. If the primary (acquiring) company will not honor the IWNs, OCS Central Operations staff must not merge the companies' OTHP records. OCS Central Operations staff will advise the primary (acquiring) company to report the retained employees as new hires.

¹⁶ Ref: Section 3.10 of the *Michigan IV-D Child Support Manual* for more information.

8.2 Primary Company Retaining **Some** or **None** of the Employees of the Secondary Company

OCS Central Operations staff must determine if the primary (acquiring) company will retain a portion of the secondary (acquired) company's employees before considering merging the companies' OTHP records.

8.2.1 If the primary (acquiring) company will retain some of the employees, OCS Central Operations staff must instruct the primary company to report any retained employee from the secondary (acquired) company as a new hire. OCS Central Operations staff must not merge the companies' OTHP records.

8.2.2 If the primary (acquiring) company will not retain any of the employees, OCS Central Operations staff must ask the primary company if this is notification of termination of employment for the secondary (acquired) company's employees.

A. If the primary (acquiring) company indicates this **is** notification, OCS Central Operations staff will end-date the secondary (acquired) company as the employer on the *Member Employment History* (EHIS) screen in MiCSES; or

B. If the primary (acquiring) company indicates this **is not** notification, OCS Central Operations staff must contact the secondary (acquired) company and ask the company to send termination notices for the affected employees. OCS Central Operations staff must not merge the companies' OTHP records.

9. Specially Designated OTHP IDs

9.1 State of Michigan Employees

IV-D staff will use OTHP ID 200428308 for the purpose of issuing IWNs for non-custodial parents (NCPs) who are State of Michigan employees. The address to which IWNs must be sent is:

Michigan HR Service Center
P.O. Box 30002
Lansing, MI 48909-7502

9.2 Service Providers Paid by the State of Michigan

IV-D staff will use OTHP ID 105245299 for the purpose of issuing IWNs to the Michigan Department of Treasury for NCPs receiving compensation (income)

from the state for services rendered, but who are not state employees.¹⁷ The address to which IWNs must be sent is:

Michigan Department of Treasury
Third Party Withholding Unit
P.O. Box 30785
Lansing, MI 48909-8285

9.3 Michigan Unemployment Insurance Agency (MUIA)

When issuing IWNs to MUIA for NCPs receiving unemployment benefits, IV-D staff must use the type *X – Unemployment* OTHP ID 105350962. IV-D staff must select this OTHP record to ensure MiCSES appropriately issues IWNs and does not issue NMSNs to MUIA.¹⁸

The only correct set-up for MUIA benefits is to attach the NCP to OTHP ID 105350962 (*OTHP Type “X”*) and set the *Income Type* to “U” on the EHIS screen (“X” / “U”). This is the same combination type used by MiCSES for automatic entry of the NCP’s MUIA EHIS record. It is incorrect to use any other OTHP ID or *OTHP Type* / *EHIS Income Type* combination for MUIA. Combinations of “E” / “U” or “E” / “E” are incorrect for MUIA.

Note: The codes for the *Income Type* field on the EHIS screen do not correspond exactly with the codes for the *Type* field on the OTHP, OTHX and *Other Party Lookup* screens. For example, the *Income Type* field on the EHIS screen has the Unemployment “U” code, whereas the *Type* field on the OTHP, OTHX, and *Other Party Lookup* screens has the Unemployment “X” code.

The following table summarizes the correct and incorrect selections for unemployment benefits.

Field	Correct (“X” / “U”)	Incorrect (“E” / “U”)	Incorrect (“E” / “E”)
MUIA OTHP ID for EHIS screen <i>Other party ID</i> field	105350962	All other OTHP IDs	All other OTHP IDs
OTHP screen <i>Type</i> field	“X”	“E”	“E”
EHIS screen <i>Income Type</i> field	“U”	“U”	“E”

¹⁷ Ref: [Section 6.03, “Income Withholding,” of the Michigan IV-D Child Support Manual](#) for further details.

¹⁸ Ref: Section 6.03 and [Section 6.06, “Medical Support,” of the Michigan IV-D Child Support Manual](#).

9.4 Medical Interface Insurers

Through the MiCSES Medical Interface (MINT), health insurance information is sent directly to MiCSES from the six insurers who provide the majority of commercial health insurance coverage in Michigan. The insurers listed below have been assigned specific OTHP IDs:¹⁹

- Blue Cross Blue Shield of Michigan (comprised of eight insurer types including Blue Care Network [BCN] and National Account Service Company [NASCO]);
- Health Alliance Plan;
- Priority Health;
- HealthPlus of Michigan;
- Physicians Health Plan (PHP) of Mid-Michigan; and
- Total Health Care.

9.5 Federal Agency Employers, Military, and Coast Guard

To ensure IWNs and NMSNs are processed properly for federal agency employees, military members, Department of Defense civilian employees, retirees, and Coast Guard personnel, refer to [Exhibit 3.16E4](#), which provides a list of specific OTHP IDs that IV-D staff may use. Refer to *Michigan IV-D Child Support Manual* Section 6.03 for details regarding withholding income from these entities.

9.5.1 *Military* (M-Type) OTHP Records

IV-D staff will attach M-type OTHP records to active duty and retired military members (including the Coast Guard) because the military, the Defense Manpower Data Center (DMDC) and the Defense Finance and Accounting Service (DFAS) do not accept NMSNs to enroll dependents. Refer to *Michigan IV-D Child Support Manual* Section 6.06 for details regarding NMSNs for military members.

9.5.2 *Employer* (E-Type) OTHP Records

IV-D staff will attach reserve personnel, civilian employees of the Department of Defense, and civilian employees of other federal government agency payrolls serviced by DFAS to E-type OTHP records.

¹⁹ Ref: [Exhibit 3.16E3](#) for a detailed list of the carriers in the MiCSES MINT.

9.5.3 U.S. Marine Corps

U.S. Marine Corps' active duty and reserve duty payrolls are under the same FEIN; however, IV-D staff will attach active duty personnel to the M-type OTHP ID and reserve duty personnel to the E-type OTHP ID.

9.5.4 U.S. Coast Guard

U.S. Coast Guard military active duty, retired military, and reserve duty payrolls are under the same FEIN; however, IV-D staff will attach active duty and retired personnel to the M-type OTHP ID and attach reserve duty personnel to the E-type OTHP ID.

9.5.5 Department of Veterans Affairs (VA)

DFAS only processes IWNs for civilian employees of the Department of Veterans Affairs (VA). The E-type OTHP ID listed in Exhibit 3.16E4 should be used only for VA employees.

IV-D staff must send IWNs for recipients of VA benefits to the fiscal officer at the specific regional office that services the NCP's benefits.

A list of VA offices is available on the Department of Veterans Affairs website at: http://www2.va.gov/directory/guide/rpt_fac_list.cfm.

IV-D staff may call the VA Regional Office Inquiry Line: 1-800-827-1000 to determine the servicing VA regional office or to determine whether the veteran waived any portion of his/her retired/retainer pay in order to receive VA benefits.

9.6 Social Security Administration

For the purpose of issuing IWNs to Michigan Social Security offices for recipients of Social Security Title II Retirement, Survivors, and Disability Insurance benefits, refer to [Exhibit 3.16E5](#), which provides a list of OTHP IDs that IV-D staff may use. Refer to *Michigan IV-D Child Support Manual* Section 6.03 for details regarding withholding income from Title II benefits.

10. Agency Placement Cases With Unlicensed Providers²⁰

MiCSES uses OTHP records to redirect support to individuals identified as unlicensed providers by the Michigan Statewide Automated Child Welfare Information System (MiSACWIS).

10.1 Automatic OTHP Record Creation and Updates

When the Michigan Department of Health and Human Services (MDHHS) first places a child with an unlicensed provider, the MiSACWIS daily referral file sent to MiCSES will contain a record with a *Pay To* value of PROVIDER, along with the provider's address and other agency placement details. MiCSES will create the Miscellaneous Payees (Y-type) OTHP record with the MiSACWIS Provider ID in the *AKA* field on the OTHP screen.²¹

As long as the child is placed with the unlicensed provider, MiSACWIS will send address updates (or any name changes) to MiCSES, and MiCSES will automatically update the provider's OTHP record.

Once the child is no longer placed with the unlicensed provider, MiSACWIS will discontinue sending automatic updates to MiCSES for that provider. However, MiCSES may continue to receive updates for that provider if (s)he is caring for another referred child(ren). When MiCSES receives a new or updated agency placement IV-D case²² with that provider's MiSACWIS Provider ID in the *AKA* field on the OTHP screen,²³ it will update the existing OTHP record for that provider. Once an unlicensed provider's OTHP record is created in MiCSES, it will remain in MiCSES until it is deleted.

10.2 Manual Unlicensed Provider Address Changes

10.2.1 Incorrect Unlicensed Provider Address

If IV-D staff determine an unlicensed provider's OTHP address from MiSACWIS is incorrect in MiCSES (e.g., the post office returns a check due to an unknown or invalid address), they must:

²⁰ Ref: [Section 2.85, "Agency Placement – Case Initiation,"](#) and [Section 5.85, "Agency Placement – Financial,"](#) of the *Michigan IV-D Child Support Manual* for more information about agency placement cases and unlicensed providers.

²¹ Ref: Section 5.85 of the *Michigan IV-D Child Support Manual* for more information on how OTHP records are used for the redirection of support to an unlicensed provider.

²² MiCSES identifies a IV-D case as an agency placement IV-D case when the *Mem Typ* field value on the *Member Demographics* (DEMO) screen is set to AGP – Agency Placement. The AGP value indicates that MDHHS has legal custody of a dependent.

²³ MiCSES will update these provider addresses only when a *Pay To* of PROVIDER record exists in the *Assignment* section on the *Member Assistance History* (MAHI) screen.

- A. Verify whether a new address is known for the provider;
- B. Submit a completed DHS-2011 to OCS Central Operations staff requesting the modification of the OTHP record for that provider; and
- C. Release any *Other Party Bad Address* (SOBA) holds on the returned money.²⁴

10.2.2 Address Changes After All Children Leave an Unlicensed Provider

When an address change is required after all children leave a provider, IV-D staff must submit a completed DHS-2011 to OCS Central Operations requesting the modification of the OTHP record to ensure that arrears payments reach that provider.

11. Independent Contractors and Self-Employed Individuals²⁵

FOC staff may request an SOI to be added to the OTHP screen for an individual (including the SOI of which the individual has sole ownership or control) if an OTHP ID does not already exist for that individual's SOI.

Prior to requesting an OTHP ID, FOC staff should attempt to determine the SOI, the business relationship between the individual and the entity paying the individual (i.e., whether the individual owns a business), the form of business ownership, and the course that will be most effective for enforcement. OCS Central Operations staff will not make this determination.

If the individual's SOI is not available on the OTHP screen in MiCSES, IV-D staff will submit a complete DHS-2011 to OCS Central Operations, and OCS Central Operations staff will enter the SOI on the OTHP screen.

OCS Central Operations staff will not reject a request to add an SOI to the OTHP screen for a self-employed individual or independent contractor. However, OCS Central Operations staff may return the request due to incomplete or inaccurate information and the lack of a request for assistance on the DHS-2011.

12. Future Changes to User Role Ability to Add or Modify OTHP Types

MiCSES users assigned the Central Table Administrator user role are able to change the access of user roles to add and/or modify certain OTHP types. If there are changes to user role access and/or abilities, the MiCSES Help Desk will send an email notification to all MiCSES users, and OCS staff will update this manual section accordingly.

²⁴ Ref: [MiCSES Customer Information Guide: Suspense Management Reference](#) for more information on SOBA holds.

²⁵ Ref: Section 6.03 of the *Michigan IV-D Child Support Manual* for details regarding income withholding for independent contractors and self-employed individuals.

SUPPORTING REFERENCES:

Federal

Social Security Act sections 303, 453, 453A

45 CFR 303.2(b)(1)

45 CFR 303.2(c)

45 CFR 303.108

State

MCL 421.13(2)

REVISION HISTORY:

[IV-D Memorandum 2016-010](#)

IV-D Memorandum 2013-018